



**OUR OFFICE IS OPEN FOR BUSINESS!!! WE ARE SEEING PATIENTS AT OUR MAINSIDE LOCATION IN AREA 13 BETWEEN VANDERGRIFT & 13<sup>th</sup> ST.**

**In accordance with most recently available CDC guidelines for healthcare facilities, wearing a mask will still be required to enter the dental facility and receive care. All Healthcare Infection Prevention and Control Protocols will continue to remain in effect until updated guidance is issued.**

5/17/2021

Dear Pendleton Family Dental Patients,

We hope this letter finds you and your family in good health. Our community has been through a lot over the past year, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
- Please arrive at least 15 minutes prior to dental visit to allow time for pre-screening station, signatures for necessary dental consents and payments.

**• Only the scheduled patient with a dental appointment will be seen. We advise that spouses, children, and other family members stay home for their safety as well as for our staff safety.**

- If anyone in your family has experienced a fever/cough/cold or any symptoms related to COVID-19 we ask that you cancel and reschedule your dental appointment(s) 10 days out. **Patients will be screened prior to entry of the dental office.**
- **Wearing a mask will be required to enter the dental office.** Due to national shortage of Personal Protective Equipment, we will not be able to provide any masks or gloves to patients.
- You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

#### **Cancellation of an Appointment:**

Due to periods of state mandated closures in the past year, we are seeing an increased demand for dental care.

In order to be respectful of the dental needs of other patients, please be courteous and call the office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of dental treatment. **If it is necessary to cancel your scheduled appointment, we require that you call at least 48 hours in advance. No Shows and Cancellations without at least 48 hours advance notice will result in a fee of \$25.00.**

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at (866) 980-8989 or visit our website.

Thank you for your continued support and understanding. We value your trust and loyalty, and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Pendleton Family Dental  
<https://www.pendletondental.com>

#### **GUIDANCE REFERENCE LINKS:**

**MARINE CORPS INSTALLATIONS (WEST) – UPDATED MASK GUIDELINES FOR VACCINATED PERSONS**  
<https://www.facebook.com/1stMEF/photos/a.703851279652644/3966815413356198/>

**Interim Public Health Recommendations for Fully Vaccinated People (updated 5/3/21)**  
<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated-guidance.html>

**Updated Healthcare Infection Prevention and Control Recommendations in Response to COVID-19 Vaccination (updated 4/27/21)**  
<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-after-vaccination.html>